

**JOB OPPORTUNITY**  
**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS)**  
**WESTERN CONNECTICUT MENTAL HEALTH NETWORK (WCMHN)**

**INFORMATION TECHNOLOGY ANALYST 1**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** Candidates on a current examination list

**Location:** Waterbury Administration Office

**Job Posting No:** WC110831

**Hours:** 8:30 a.m. – 4:00 p.m. – Monday through Friday – Full Time – 35 hours per week

**Salary Range:** \$57,211.00 – \$73,248.00

**Posting Date:** March 5, 2015      **Closing Date:** March 11, 2015

**Eligibility Requirements:**

1. Candidates must have **applied for and passed the Information Technology Analyst 1 exam and be on the current certification list** promulgated by the Department of Administrative Services for this classification.
2. State employees currently holding the above title or State employees who have previously attained permanent status may apply for lateral transfer.
3. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

**Duties:** Provides resolution to problems of end users on a variety of hardware, software and/or network products in a moderately complex environment and provides desktop support. Responds to calls, email and personnel requests for technical support; tracks status of problems and monitors open problems; Travels to WCMHN worksites-Danbury-Torrington-Waterbury- to provide PC support and resolution. Diagnoses and resolves PC and e software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; Resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors; monitors personal computer (PC) performance; Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection. Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users; assists in computer equipment inventory tracking; performs related duties as required. Considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and concepts of network environments; knowledge of computer operating systems including Windows 7; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable knowledge with Microsoft Office 2010 products, ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to identify, analyze and resolve simple business and technical problems. Considerable oral and written communication skills, customer service experience, ability in orientation, ability to work in a team environment as well as independently. Incumbents in this class must possess and retain a current/valid Motor Vehicle Operator's License. Incumbents in this class may be required to travel to multiple locations.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** Due to the large number of lateral transfer forms and applications received, it is extremely important to note the **Position Number (found on the posting)** on the DMHAS Lateral Transfer Request Form (**upper right-hand corner**) and at the bottom of Page One of the State of Connecticut Application for Examination or Employment (CT-HR-12). The DMHAS Lateral Transfer Request Form, State of Connecticut Application for Examination or Employment (CT-HR-12) and postings can be found on the DMHAS website at [www.ct.gov/dmhas](http://www.ct.gov/dmhas) - Employment Opportunities

**To be considered for this position:**

1. **DMHAS employees who are lateral transfer candidates = Information Technology Analyst 1** - must submit a completed DMHAS Lateral Transfer Form. Lateral Transfer Request Forms received without a position number will not be processed
2. **DMHAS employees who are promotion/demotion candidates** must submit pages 1-7 of the State of Connecticut Application for Examination and Employment (CT-HR-12). The position number must be noted at the bottom of Page One of the State of Connecticut Application (CT-HR-12).
3. **All Other Candidates:** Individuals must complete a State Employment Application for Examination and Employment (CT-HR-12). Resumes and Curriculum Vitae can be provided as supplemental information but will only be accepted if attached to a fully completed application. The position number must be noted at the bottom of Page One of the State of Connecticut Application (CT-HR-12).

**PLEASE SEND APPLICATIONS TO:**

**Email:** [Julie.Roy@ct.gov](mailto:Julie.Roy@ct.gov)

**OR**

**Fax:** (203) 805-6432

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities. (P-4)